

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



iSYP Development Group

Customer Service

Central Office

Team Members

William Brown and Pamela Goswick

The integrated Six-Year Program (iSYP) Development Group is credited with developing new software and implementing a new process that marks the first major change in the Six-Year Program for transportation improvements. In that process, iSYP has found a way to determine the best use of available funds for construction projects.

The Six-Year Program, developed in an electronic format, is now available online to the public in a searchable database resulting in significant savings in printing and distribution costs. All 1,622 development and construction projects currently included in the agency's long-term plans show up on the database. The Web-based application also gives users the ability to locate projects based on filtering criteria such as district, jurisdiction or road system. In addition, it allows you to search for projects based on a keyword, route number, zip code or universal product code.

Commissioner Philip Shucet wrote in an e-mail to his staff and district and division administrators about the new online database: "The new version goes a long way toward taking some of the mystery out of reading the old document." These improvements are the result of the iSYP Development Group's dedication to customer service.

Nominated by: Charles Rasnick

